

Smartsign Sync Client 10.5

Installation

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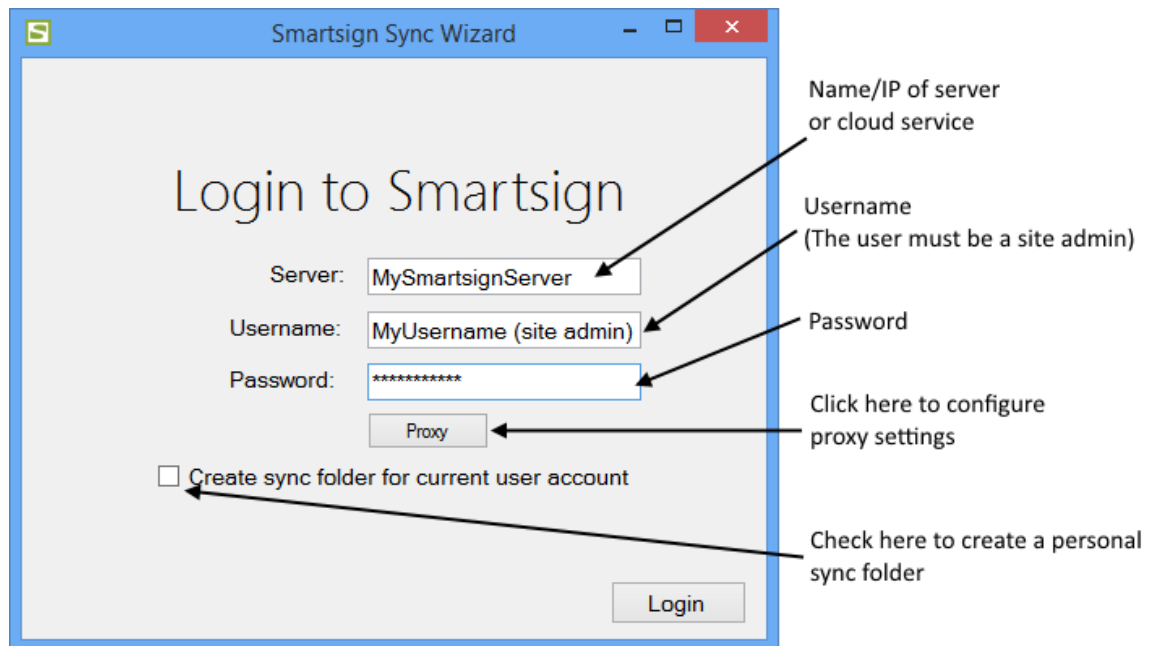
Prerequisites

Microsoft .NET 4.5

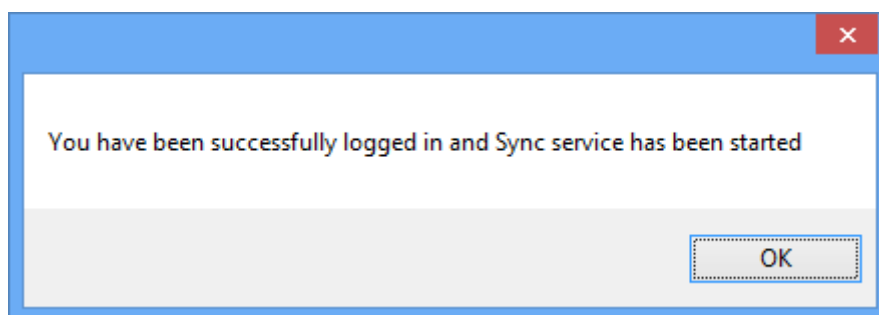
Smartsign Sync Client must be installed on a separate computer and connect to a Smartsign Server or Cloud Service

Installing Smartsign Sync Client

1. Start the installer and follow the instructions
2. Smartsign Sync Wizard will launch once the installation is completed.

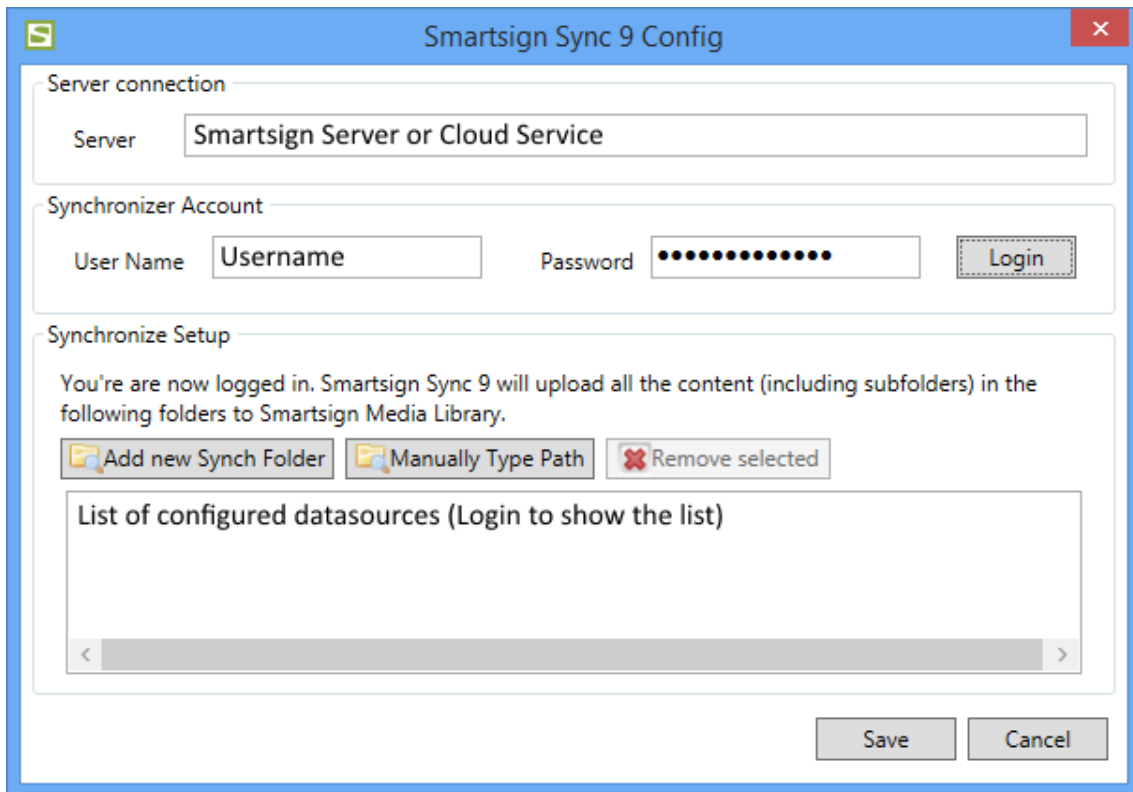


3. Input your server or cloud service, for example "cloud.smartsign.se"
4. Input your username, either your personal user or a user created specifically for synchronization. The user must have site admin access.
5. Input your password
6. Click Proxy to configure proxy settings (see separate section)
7. Check the box if you wish to create a personal sync folder which you can connect to one or more screens
8. Click Login when you are done.
9. Done! If everything is correct you should receive the below message.



Choosing existing folder to synchronize

If you wish to choose an existing folder to synchronize, you can do so by starting Smartsign Sync Datasource Config.



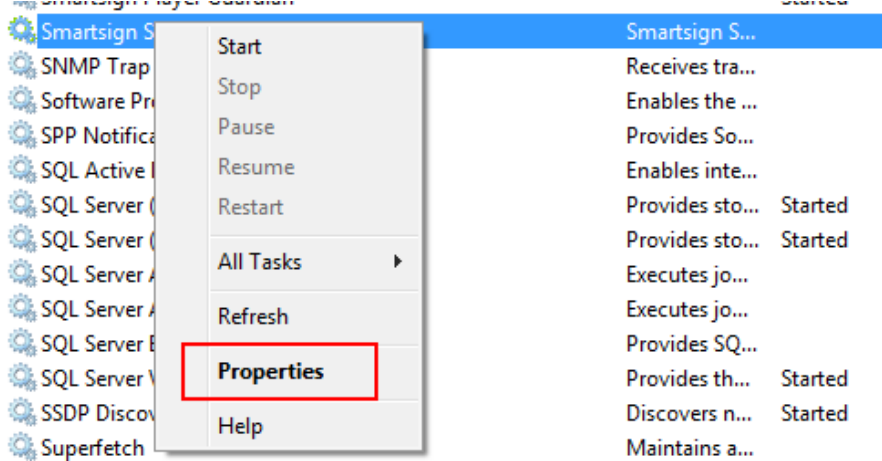
The screenshot shows the 'Smartsign Sync 9 Config' dialog box. It is divided into three sections: 'Server connection', 'Synchronizer Account', and 'Synchronize Setup'.
1. 'Server connection': A text box labeled 'Server' contains the text 'Smartsign Server or Cloud Service'.
2. 'Synchronizer Account': A text box labeled 'User Name' contains 'Username'. A password field with 12 dots is labeled 'Password'. A 'Login' button is to the right.
3. 'Synchronize Setup': A message states: 'You're are now logged in. Smartsign Sync 9 will upload all the content (including subfolders) in the following folders to Smartsign Media Library.' Below this are three buttons: 'Add new Synch Folder' (with a folder icon), 'Manually Type Path' (with a folder icon), and 'Remove selected' (with a red X icon). Below these buttons is a scrollable list box titled 'List of configured datasources (Login to show the list)'. The list box is currently empty and has a scrollbar. At the bottom right of the dialog are 'Save' and 'Cancel' buttons.

Fill in the details as described above. Then click Login to see any existing datasources (folders) configured on this sync or add new ones. Please note that if you wish sync folders that reside on another computer or in the network you will first need to reconfigure the service (see separate section).

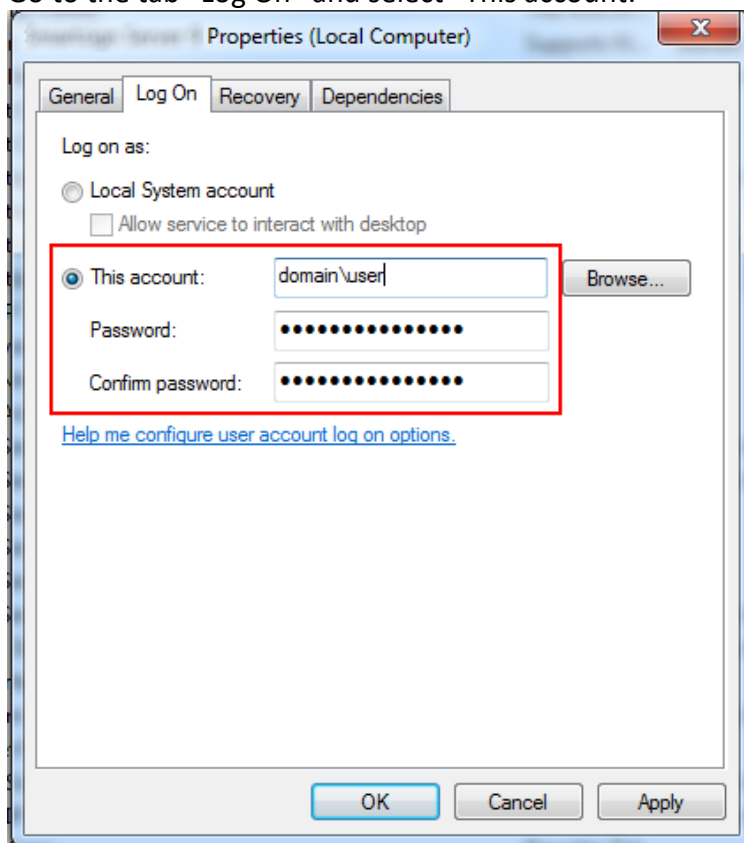
Syncing network folders (advanced)

If you wish to sync a folder that is outside your local computer you first need to configure the Smartsign Sync Service with an account that has access to that resource. By default the service uses the account “Local System” which only has access to folders on the local computer.

1. Launch the application “Services.msc” on your computer
2. Find the service “Smartsign Sync 9” and right click it. Choose Properties.



3. Go to the tab “Log On” and select “This account:”

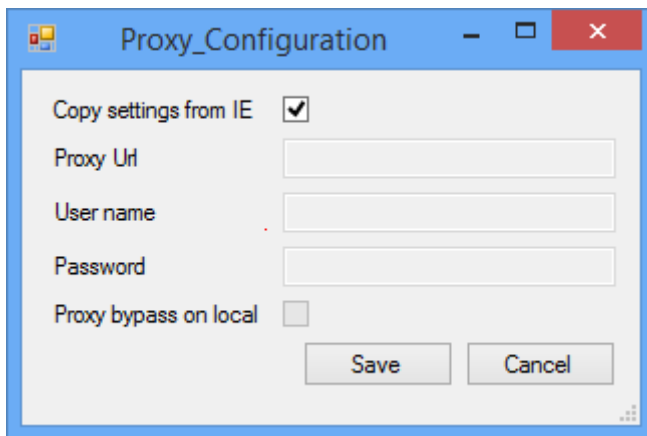


4. Input an account which has access to the network location you wish to sync
5. Click OK to save
6. Restart the service

Proxy settings

If your network requires the use of a proxy server to access the internet you will need to configure proxy settings. This must be done either logged in to the account that runs the Smartsign Sync 10 Service or by configuring it using the Smartsign Sync Wizard.

If you click Proxy in the Smartsign Sync Wizard the following dialog will appear.



- Check the box (default) and click Save to copy the proxy settings from Internet Explorer to Smartsign Sync 10. Please observe that if you change the settings in IE, you will need to perform this again in order to update the settings.
- Uncheck the box to enter proxy settings manually using the format <proxy server> : <port>. For example: "MyProxy:8080".

Troubleshooting

- The Sync Datasource Config times out when trying to login and then claims that the service is not registered yet
 - **Cause of error:** Proxy settings required for internet access
 - **Resolution:** The actual synchronization and communication is performed by a software service which is run by the local SYSTEM account by default. You either need to configure proxy settings for the SYSTEM account or change the service account to another that has proxy settings configured. Please contact your IT department for assistance.
- Network folder not syncing
 - **Cause of error:** The user that runs the Smartsign Sync 9 services does not have access to the selected folder
 - **Resolution:** Please see the section “Syncing network folders (advanced)” for information on how to configure the service with a user that has access.